GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:2681
ANSWERED ON:01.08.2017
CRPFâ€™s Helpline in J&K
Venugopal Dr. Ponnusamy

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the CRPF's helpline in Jammu and Kashmir has drawn a blank;

(b) whether the helpline was started by the CRPF some months back amid the strife over the last one year in an attempt to reach out to the masses;

(c) whether it is true that while the phones ring continuously and calls are made every two minutes on an average, the complainants don't speak most of the time; and

(d) if so, the details thereof and the reaction of the Government thereto?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)

(a): The CRPF Helpline was launched on 16.06.2017. The helpline is getting good response with callers seeking help in matters relating to medical assistance, misbehavior by anti-socials, recruitment details and complaints about unavailability of civic amenities. They also seek assistance in organizing sports events and improving sports facilities especially in rural areas. Thus, Helpline has not drawn a blank.
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(b): The Helpline has been started to build bridge of trust and confidence with citizens.

(c): It is true that some calls are silent. It is difficult to attribute a particular reason though it may possibly be that citizens are trying to confirm about the existence of toll free helpline.

(d): CRPF has undertaken Publicity Campaigns through print, electronics, social media and audio-visual media also to reach out to every Kashmiri and for increasing the awareness about CRPF Helpline among local public.

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